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Dockets
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FEDERAL COMMUNICATIONS COMMISSION
DOCKET FILE COPY ORIGINAL WASHINGTON, D.C. 20554

10 FEB 1993

mm Docket 92-263

DOCKET FILE COPY ORIGINAL
IN REPLY REFER TO

8310-MEA
CN9300337

RECEIVED

FEB 11 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Honorable Phil Gramm
United States Senator
2323 Bryan Street, Suite 1500
Dallas, TX 75201

Dear Senator Gramm:

Thank you for your letter on behalf of Carol Vathis of Dallas, Texas. Your constituent complains about cable installation, service and billing problems she has experienced.

The enclosure discusses the regulation of the matter your constituent has described. Current regulatory policies are based on the Cable Communications Policy Act of 1984, which is still in effect.

I have also enclosed for your constituent's information publications describing pending Commission proceedings under the 1992 Cable Act. Although these provisions are not yet in effect, the Commission is in the process of adopting new regulations for cable television, as mandated by Congress. Your constituent's comments will be placed in the record of this proceeding.

I trust that the foregoing and the enclosures are informative.

Sincerely,

Roy J. Stewart

Roy J. Stewart
Chief, Mass Media Bureau

Enclosures

No. of Copies rec'd
LEADS CODE

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Congressional

CONGRESSIONAL CORRESPONDENCE TRACKING SYSTEM
02/02/93

LETTER REPORT

CONTROL NO.	DATE RECEIVED	DATE OF CORRESP	DATE DUE	DATE DUE OLA(857)
9300337	02/02/93	01/27/93	02/15/93	

TITLE	MEMBERS NAME	REPLY FOR SIG OF
Senator	Phil Gramm	BC

CONSTITUENT'S NAME	SUBJECT
Carol Vathis	adequacy of cable service

REF TO	REF TO	REF TO	REF TO
MMB	ENF	C&I	

DATE	DATE	DATE	DATE
02/02/93	2/2	2-2	

REMARKS: Respond to the attention of Georg'a Brown in the Dallas, TX office.

2 FEB REC'D

Phil Gramm
Texas

United States Senate

MEMORANDUM

Date: 1/27/93

Federal Communications Commission
Office of Congressional Affairs
1919 "M" Street, NW
Washington, D.C. 20554

A constituent has sent the enclosed communication. A response which addressed his/her concerns would be appreciated.

Please send you response, together with the constituent's correspondence, to the following address:

Office of Senator Phil Gramm
2323 Bryan Street, Suite 1500
Dallas, Texas 75201

Attention: Georg'a Brown

MMB
catv-serv
billing
337

CAROL VATHIS
5924 BIRCHBROOK
DALLAS, TEXAS 75206
214 368 2608

JANUARY 21, 1993

TCI Cablevision
1565 Chenault
Dallas, Texas 75228

Re: Cable Installation

Gentlemen:

I enclose a copy of correspondence concerning previous problems I have had with your company.

When I moved recently, I made arrangements to have cable installed at my new address.

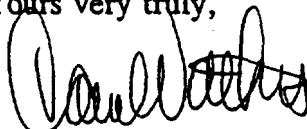
I won't bore you with details, but suffice it to say that you stood me up three times after which I gave up. Now, unbelievably, you have sent me a bill for \$88.00 for cable service which you never installed! (Copy attached.)

Obviously, I do not intend to pay this bill.

Don't suggest that I speak to one of your supervisors, because I did that after the first time you didn't show up, and it didn't do any good.

I would find it hard to believe that I am the only one who has these kinds of problems with TCI.

Yours very truly,



Carol Vathis

/cv

cc: Mayor Steve Bartlett
City Council of Dallas
FCC
Better Business Bureau
Attorney General of the State of Texas, Consumer Protection Division
U. S. Representative John Bryant
Senator Bob Krueger
Senator Phil Gramm

TCI CABLEVISION OF DALLAS
1565 CHENAULT STREET
DALLAS TX 75228-5499

FORWARD AND ADDRESS CORRECTION

DATE DUE
02/06/93
STATEMENT DATE
1/15/93

AMOUNT DUE
88.42

\$	
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PLEASE RETURN THIS TOP PORTION ONLY, WITH REMITTANCE TO → ... Thank You!

000-01-93-C-C

PLEASE INDICATE
AMOUNT ENCLOSE

J0
C0
08
1
90
31
9

1 CP 9.83689.6BJCR 37
CARLA VATHIS
5924 BIRCHBROOK DR APT 221
DALLAS TX 75206-4547

TCI CABLEVISION OF
DALLAS, INC.
PO BOX 660309
DALLAS TX 75266-0309

10226 713560 02 8 8 008842 01

TCI CABLEVISION OF DALLAS, INC.	ACCOUNT NUMBER	BILLED FROM	BILLED TO	DATE DUE	INCLUDES PAYMENTS RECEIVED BY
	10226-713560-02-8	1/09/93	2/20/93	02/06/93	1/12/93
FOR- 5924 BIRCHBROOK DR APT 221		1/21- 2/20 SALES TAX		6.73	
		1/21- 2/20 FRANCHISE FEE		3.43	
1/20 BEGINNING BALANCE	.00	1/20 BALANCE DUE		88.42	
1/09 INSTALL/TRIP FEE	9.95				
1/09- 1/20 PARTIAL MONTH	7.69				
1/09- 1/20 PARTIAL MONTH	2.11				
ADDITIONAL OUTLET(S)					
1/09- 1/20 PARTIAL MONTH	6.73				
HBO & CINEMAX					
1/09- 1/20 PARTIAL MONTH	.66				
ADDITIONAL REMOTE(S)					
1/09- 1/20 PARTIAL MONTH	.34				
ENCORE					
1/21- 2/20 BASIC CABLE	18.14				
1/21- 2/20 EXPANDED BASIC	3.52				
1/21- 2/20 ADDITIONAL OUTLET	5.95				
1/21- 2/20 HBO*CM	19.41				
1/21- 2/20 ADDITIONAL REMOTE	1.86				
1/21- 2/20 ENCORE	.95				
1/21- 2/20 THE CABLE GUIDE	.95				

JAN 09 THRU FEB 20, 1993

AREA 008 *CUSTOMER INFORMATION*
PLEASE CALL 328-5000 AT YOUR
EARLIEST CONVENIENCE TO REPORT
ANY BILLING QUESTIONS.

WELCOME TO TCI CABLEVISION.
THIS BILL INCLUDES A PARTIAL
MONTH CHARGE FROM 1-09-93 THRU
1-20-93, ANY INSTALL OR DEPOSIT
FEES CHARGED TO YOUR ACCOUNT,
ONE MONTH'S SERVICE IN ADVANCE,
AND PAYMENTS RECEIVED BY THE
ABOVE DATE. PAYMENTS ARE DUE BY
THE 6TH OF EACH MONTH. PROMPT
PAYMENTS ARE GREATLY APPRECIATED.

CAROL VATHIS
6925 CASA LOMA
DALLAS, TEXAS 75214
214 328 8688

OCTOBER 5, 1992

TCI Cablevision
1565 Chenault
Dallas, Texas 75228

Re: Repair Service

Gentlemen:

About six weeks ago I began having trouble with my cable. Channels 4, 5, 8, 11, and 13 were snowy and had a bad picture. Your repair number is always busy, but I finally got through and waited about 20 minutes to tell someone the problem. A repairman came out and supposedly fixed the problem. About two weeks later I began experiencing more problems with the network channels but because it is so difficult to get through to repair it took me a several days to get in touch with you.

It is practically impossible for most people who work to hang on a phone for 20-25 minutes to place a repair order.

That repair problem seemed to clear up temporarily. Then about a week ago I began experiencing more problems with the network channels. This time the sound began to have a lot of static and there was a vertical line on the left side of the screen. I again attempted to call your repair office and was put on hold for over twenty minutes and was then disconnected. Again, I tried to reach you and was put on hold again for another 20 minutes before I got to explain my problem. I asked that I be called thirty minutes before the repairman came out so that I could come home from work and meet him at the house.

Your repairman called me about 4:30 on Thursday, October 1, 1992 and I left work immediately to meet him. When I got home I found that he had already left. The note he left said he left at 5:00 p.m. It was about 5:01 when I got home. Is it your policy to have someone leave work to meet a repairman and then let the repairman leave the site when he is aware the customer is on the way home and has made a special trip just for the purpose of this repair?

I then had to call your repair office again, and was on hold for 26 minutes. The amount of time I have wasted on this is ludicrous. Your people then told me to wait and the repairman would come back. After waiting two hours, you then called me to say that the repairman was not coming back after all, that you wanted to reschedule it for the next day, Friday. Now keep in mind, that I am paid by the hour and I was losing money from the time I left the office at 4:30 p.m. until you called me at 6:53 to say the repairman was not coming after all, until 7:30 when I could get back to work.

TCI Cablevision

Page 2

October 2, 1992

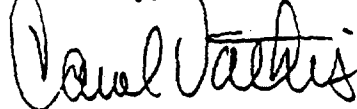
When I complained about having to hold on the phone so long I was informed that there were many more calls for repairs than you had people to answer the phones. Well, of course! The telephone company or the gas or electric company could say the same thing, but they don't put you on hold for 20-25 minutes every time you call. Perhaps your employees should take some efficiency lessons.

Now I have personally lost about 3 hours in pay, plus taken at least 2 hours in attempting to contact you for this repair and I still have not gotten my cable repaired. Your people were supposed to come back on Friday between 5:00 p.m. and 7:00 p.m. and I made special arrangements to have somebody wait at the house during that time. Nobody ever showed up so that's twice you stood me up and another two hours wasted. Someone from your office called about 6:45 p.m. Friday and asked if the problem was better and I assume that you attempted some type of adjustment outside my house or through the cable. The sound is better and the picture was better for about one day, but now the problem with vertical lines on the screen on the network channels has reappeared!

You obviously do not have enough people to answer the phones, or enough people to take repair orders, enough people to service the repairs, and your technicians must be incompetent because my cable is still not working correctly. Your service is a joke! This has been a most unpleasant and frustrating experience and I am very unhappy with your company and with your service.

What your company needs is a little competition. Having a corner on the market makes for very poor service and I want to inform the city council who chose your company of my displeasure and my legislators to pass legislation which would allow competition by cable companies so that the consumers can get what they pay for.

Yours truly,



Carol Vathis

cc: Mayor Steve Bartlett
City Council of Dallas
FCC
Better Business Bureau
Attorney General of the State of Texas, Consumer Protection Division
U. S. Representative John Bryant
Senator Lloyd Bentsen
Senator Phil Gramm